

All help desk inquiries and comments related to data collection applications and reporting tools will be managed through an online help desk tool powered by Footprints. This document is meant to serve as a brief introduction to the tool.

DPI's help desk tool is a user-friendly online tool that allows users to create, update, and check the status of your helpdesk tickets. It will also allow help desk staff at DPI to better manage and address questions and comments from users.

There are a few important points related to using the help desk tool:

1. **Anyone can access the Knowledge Base.**

Users that do not have a WAMS ID will still be able to access the Knowledge Base. Like a robust FAQ, this resource is a way for DPI to address many questions and comments related to a variety of different topics. Please search the Knowledge Base for answers to your questions before opening a ticket.

2. **Users must have a WAMS ID to create a ticket.**

Users create a "ticket" with their question or comment in Footprints. To create a ticket, you must log in with a WAMS ID. Signing up for a WAMS account is quick, the account travels with a user (and thus may be used even after changing districts), and the account may be used for a variety of purposes.

3. **The help desk tool has browser restrictions.**

The tool works with the following internet browsers: Microsoft Internet Explorer® 7 through 9, Mozilla® Firefox® v3.0.x, 3.5.x, or 3.6.x, Google Chrome, Safari® 5.0.x on MacOS®.